


DHL RETOURE WITH PICKUP AND LABEL

Give your customers the best possible service and arrange for us to pick up the DHL Retoure parcel from an individual customer's address. We bring the completed return label to them.

THE BENEFITS FOR YOU

- **Maximum convenience:** Your customers don't have to drop off their return themselves or prepare a return label
- **More service:** The return is picked up on the day requested (including Saturdays) at the preferred address, and we can print the label as an additional service for your customers
- **More transparency:** Get an overview of all your customers' return requests in shipment tracking on the Post & DHL Business Customer Portal and through notification of the return

MANY DIFFERENT POSSIBLE COMBINATIONS

- **More sustainability:** The GoGreen or GoGreen Plus service can be booked as options 
- **Oversize parcels too:** Can be combined with the Sperrgut bulky goods service without the need to register in advance

STRAIGHTFORWARD BILLING

- **Standardized calculation:** Easy invoicing with flat-rate charges
- **Production-based billing:** Returns are only billed if they are actually transported (the return charge is calculated on the basis of production data)

HOW IT WORKS:

Your customers get in touch with you – then all they need to do is pack up the return. Your customer service orders the return up to 14 days in advance as a DHL individual pickup order on the Post & DHL Business Customer Portal. On the requested pickup day, a DHL courier collects the return and affixes the prepared return label while still on the premises.

If you have any questions, please contact your sales representative. For more information about DHL Retoure visit [dhl.de/retouren](https://www.dhl.de/retouren).